

Preventive Health and Health Services Block Grant

Indiana

Indiana State Department of Health--Developing a Culture of Quality

"The ability to lead at any level is critical because our public health workforce is changing—our capacity, our capability, and our challenges. Most importantly, the ability to effectively lead at any level is important because people matter. Without capable, confident people, we don't get results. Without results, public health cannot respond and adapt."

Pam Pontones, Deputy Health Commissioner/State Epidemiologist
Indiana State Department of Health

Public Health Problem (Issue)

In 2014, The Association of State and Territorial Health Officers (ASTHO) surveyed the public health workforce through Public Health Workforce Interests and Needs Survey (PH WINS). This national survey provided a glimpse into the needs, attitudes, and demographics of the public health workforce. For example: virtually all the respondents (94%) to the WINS questionnaire believe that "fostering a culture of quality improvement" is important and will most likely impact day-to-day work (70%)¹. Additionally, schools of public health do not traditionally teach formal quality improvement techniques as part of their curricula. As a result, ISDH has identified the concept of continuous quality improvement a gap in the knowledge, skills, and abilities of its workforce and potential workforce.

In order to address the knowledge and comfort gap in quality, and to meet requirements for accreditation, the Office of Public Health Performance Management is deploying strategies to build a culture of quality in the Indiana State Department of Health. OPHPM is formally assessing the perception and practice of quality, and building an evidence-based-plan to address identified gaps.

Taking Action (Intervention)

The Office of Public Health Performance Management (OPHPM) is using Block Grant Funds to pivot the Indiana State Department of Health towards embracing a culture of quality. In 2017, ISDH hired a staff member to address integrating quality and performance management into all aspects of the health department. ISDH deployed a modified version of the National Association of City and County Health Officials (NACCHO)'s Roadmap to Quality survey. Over 125 staff completed various versions of the survey. Based on its results, a comprehensive plan with concrete actions steps will be developed for the agency to improve its culture of quality. Components of this plan include a comprehensive training curriculum for all levels of staff including: lean leader training for executive staff, lean daily improvement training for division directors, as well as a Building Blocks of Quality training series to take place in 2018. In the fall of 2017, a cohort of seven ISDH staff were trained in Lean quality improvement strategies in order to peer-lead Kaizen-style rapid improvement events. In 2017, six events were held; direct results of the projects include: improved customer services and cycle time for contracts and MOUs with Vital Records; improved data collection and case overview in environmental mitigation; as well as improved inventory management in a lab setting.

Impact

- A total of 13 public health professionals were trained as Lean Practitioners; they will serve to amplify the importance of quality improvement in the agency as well as lead Kaizen-style rapid improvement events.
- A comprehensive quality improvement plan is being developed for the agency.
- A training series for quality has been developed for health department staff.
- Indiana is farther along the path in achieving public health accreditation.

Footnotes

Association of State and Territorial Health Officers. (2015). *PHWINS*. Retrieved from astho.org:
<http://www.astho.org/phwins/National-Summary-Report-of-Workforce-Data/>

Success Story Author Contact:

Eden Bezy, MPH
Director, Office of Public Health Performance Management
ebezy@isdh.in.gov
317-234-1335

Block Grant Coordinator Information:**Indiana State Department of Health**

Katherine Hokanson, PHHS Block Grant Coordinator
2 N. Meridian Street
Indianapolis, IN 46204
Phone: 317-234-2865
E-mail: khokanson@isdh.in.gov
Web site: www.in.gov/isdh

Healthy People Objective

Continuing Education of Public Health Personnel

PHHS Block Grant Funding

100% - Total source of funding

PHHS Block Grant Coordinator

Indiana State Department of Health

2 N. Meridian Street
Indianapolis, IN 46204
Phone: 317-234-2865
Web: www.in.gov/isdh

For more information on the

PHHS Block Grant, go to

www.cdc.gov/phhsblockgrant

For more information on

Healthy People, go to www.healthypeople.gov

PHHS Block Grant Supports

Indiana Healthy People Priorities

The PHHS Block Grant provides flexible funding that states can use to prevent and control chronic diseases, respond quickly to outbreaks of infections and waterborne diseases, and address their specific public health needs. States can align their programs with health objectives from [Healthy People](#).

Indiana uses its funds to address 14 health objective priorities, including

- Cardiovascular Health.
- Community Water Fluoridation.
- Accredited Public Health Agencies.
- Public Health Agency Quality Improvement Program.
- Health Improvement Plans.

For a complete list of funded health objectives, go to

<http://www.cdc.gov/phhsblockgrant/stateHPprior.htm>.